



## **CITY OF HAYWARD**

### **AGENDA REPORT**

AGENDA DATE 03/23/99

AGENDA ITEM \_\_\_\_\_

WORK SESSION ITEM WS #3

**TO:** Mayor and City Council

**FROM:** Finance Director

**SUBJECT:** Y2K Compliance Report

#### **RECOMMENDATION:**

It is recommended that the City Council review and comment on this report.

#### **BACKGROUND/DISCUSSION:**

One of the projects that staff is working on for 1998-99 is the Y2K Project. More specifically, the City is involved, as are countless other cities, businesses and individuals, in preparing for the "Year 2000 Problem". As Council is aware, the Y2K problem refers to the fact that many computers will not properly recognize the new century. More specifically, many computers, computer programs, equipment and systems which are date dependent may not work when January 1, 2000 rolls around. To respond to this important concern, the City has been planing for Y2K since 1996.

In the broadest terms, planning for the Y2K Problem falls into two major areas. The first area consists of bringing into compliance those systems over which the City has direct control. That is, the City's own computers, systems, equipment etc. The second area consists of those systems over which the City does not have control. Examples range from the Power Company to banks or a local vendor. Substantial work has already been done by the City with respect to the first area. In terms of the second area, the only practical response by the City, or any entity, is to do a good job of contingency planning. As 1999 winds down contingency planning, that is, what will the City do if major vendors/suppliers have Y2K problems, will obviously be a critical activity.

More specifically, the City has based its response strategy on what has become a generally accepted approach of five major action steps. First, an inventory of all potentially impacted systems is prepared. Second, those systems which are not Y2K compliant are identified. Third, those results are prioritized. Fourth, remedial action is developed. Fifth, contingency plans are developed. At this time the City is well along in terms of the first three steps and 1999 will see significant activity with respect to steps four and five.

The City's first Y2K efforts began in 1996 and focused on the City's main frame computer applications. Examples of these applications are the general ledger, utility billing, financial reporting, budget and payroll. All of the City's main frame applications were brought into Y2K compliance by City staff, except for the payroll application. Conversion of this critical system required outside resources and the 1998-99 Budget contained funds to bring this system into Y2K compliance by the end of 1999.

The City then focused on all other applications and equipment and/or systems that could be affected by the Y2K problem. To coordinate this effort the City has formed a Y2K Compliance Team. The Team has developed a plan, which organizes response efforts under five major areas: Public Safety, Public Works, Administration, Library and City Clerk's Office. To coordinate City wide efforts each area has a coordinator assigned. The coordinators are the Public Works Director, Library Director, Police Chief, Finance Director and City Clerk. The Project Manager for the Team is the Assistant City Manager.

Each of these areas has been working on Y2K compliance issues that fall within the scope of their operations. During 1999 the City will, as was mentioned above, be working to bring as many applications into compliance as possible and to formalize contingency plans. A brief report on the status of each of the areas noted above follows:

Public Safety Report: Public Safety activities are divided between the Police Department and the Fire Department. The Police Department has been working during 1998 to inventory all systems that might have a Y2K Problem. The inventory of systems includes such areas as the CAD/RMS system, mobile data terminals (MDT's), uninterruptible power supplies, office equipment, PC's etc. In general, the department is of the opinion that any non-compliant systems can be brought into compliance on schedule. The one area that is not under the direct control of the department is the Police Information Network (PIN). This system is being brought into compliance by the County through the introduction of the Automated Warrant System (AWS). It will be through AWS that Police personnel will access other critical information both in the office and the field. The department is monitoring this area carefully.

The Fire department has also conducted an inventory of systems and equipment. This inventory includes radios, Fire Station systems, office equipment, PC's etc. In particular, the Fire department has reviewed all fire apparatus and safety and emergency medical equipment. One critical piece of emergency medical equipment, defibrillators, was found to be non-compliant. However, the department has already determined that there is a "fix" available and that the cost is relatively minor. This work will be accomplished well before the deadline. The Fire department has indicated that there is still work to do, but, at this time, does not see any major problems with respect to Y2K compliance.

A final area that affects both departments is contingency planning. Over the next few months the departments will be developing contingency planning focused on both internal operations and the community in general. That is, how will Public Safety react if there are temporary interruptions of power or phone service. The degree to which contingency planning will be necessary will clarify as we approach 2000.

Public Works: In 1998 Public Works began a comprehensive review and inventory of all systems that might be impacted by the Y2K problem. This included the WasteWater Treatment Plant, Water System, traffic lights, control equipment, Airport etc. As a result of the inventory, approximately 200 items were identified. Of those items the initial inventory identified 133 as compliant. The remaining items are currently being researched to determine compliance. In terms of overall readiness, the Public Works Department is of the opinion that there will be no major problem from City controlled systems. However, the Department is still gathering information with regard to outside entities and the contingency planning phase will reflect this information as it becomes available or is updated.

Library: The Library has also begun inventorying systems for Y2K compliance. This includes PC's, the network, some older terminals that are still being used and certain software applications that were developed specifically for the Library. In addition, the Library is concerned with security systems at both Library sites, gate count systems, cash registers, etc. In some of the instances that concern the buildings, the Facilities Division is addressing the Y2K issues. In general, the Library has completed the inventory process and is now developing/implementing solutions.

Administration: The Administration area includes the City's main frame computer, the Local Area Network all PC's attached to the LAN, including outlying areas such as the Airport, Corporation Yard, Waste Water Treatment Plant , Utility building and Library. As has been discussed earlier only one major main frame application, payroll, remains to be updated. This work is currently underway and scheduled for completion in 1999. In addition, the City's LAN and all related infrastructure including servers, routers etc. have been inventoried by an outside consultant. Staff is reviewing this information and will begin any modifications that are required. Since early January staff has been inventorying and updating all PC's attached to the LAN. This work will continue until all hardware/software is updated. In addition, there are several Windows 95 machines that will have to be updated to Windows NT. Staff does not see any particular problem arising in this area.

In addition to the areas discussed above the City's Facilities Division has been inventorying building systems for all City buildings. More specifically, this effort is directed to heating and air conditioning systems, elevators, lighting, security, etc. Also, the Facilities Division is in regular contact with the City's phone company with respect to Y2K compliance. At this time

the phone company has indicated that it is Y2K compliant. The Facilities Manager is seeking written confirmation.

Another area that has been inventorying systems is the City's Equipment Management Division. At this point in the process no systems have been identified which will cause a Y2K problem. This includes Fire Department apparatus, automobiles and other equipment.

Finally, the City is actively discussing Y2K compliance with such critical vendors as the City's bank, Deferred Compensation Administrator, Trustees etc. Should the City discern a problem in this area then that will become an important aspect of the City's contingency planning phase.

City Clerk's Office: The City Clerk's office has been particularly concerned with two areas. One is elections and the other concerns the City's imaging system. In the first case the City Clerk has verified that the County is Y2K compliant. In fact, the first elections that will be held in 2000 will be the March elections. The County reports that they are ready. The City Clerk has also investigated the imaging system and both hardware and software are Y2K compliant.

## **CONCLUSION:**

The City of Hayward has developed and implemented a comprehensive Y2K compliance program. In some cases substantial reprogramming of key software applications has been completed and tested. In other areas, inventorying of systems has been completed and solutions are being developed or implemented. Overall, the City, for the areas that it can control, is on target. However, for areas that are not under the City's control, there is a level of uncertainty. As the year progresses, the City will actively engage in contingency planning, as called for in the Y2k Compliance Plan.

Staff would also like to note that one of the steps that the Y2K Compliance Team has taken is to establish a timeline for compliance. At this time the Team has set as a goal the testing of all systems during the last two weeks of June. The Team then plans to report to Council the results of the June testing and any final steps that need to be taken, before the Council adjourns for the summer break in August.

Finally, staff would like to note that this report was made to the Council Technology Application Committee at the Committee's March 11, 1999 meeting. At that meeting the Committee indicated that it was supportive of the overall plan and approach that staff had developed and concurred that the report should go forward to the full City Council.

Recommended by:

Perry H. Carter

Perry Carter, Director of Finance

Approved by:

Jesús Armas

Jesús Armas, City Manager